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8.   (Twice Amended) A method for use in managing an outgoing call comprising the steps of:

placing an outgoing call to a remote party location over a communication network;

processing an initial signal received from said remote party location during said call to determine a source type of said initial signal;

playing a prerecorded greeting to said remote party location during said step of processing, wherein said step of playing a prerecorded message includes detecting a period of silence after receipt of said initial signal and initiating playback of said prerecorded greeting in response thereto; and

after said prerecorded greeting has ended, establishing a talk path between a local agent and the remote party location when it is determined that said initial signal is a voice signal that was generated by a live party during the call.

9.   (Amended) The method claimed in claim 8, further comprising the step of:

terminating the call when it is determined that said initial signal was not generated by a live party during the call.

10.   (Amended) The method claimed in claim 8, wherein:

said step of placing an outgoing call includes dialing a telephone number associated with a remote party and said initial signal processed in the processing step is the initial audible signal received during said call.

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12.   (Amended) The method claimed in claim 8, wherein:

said step of processing a signal includes using a call classifier to determine whether the initial signal

was generated by a live party during the call.

17.   (Amended) The system claimed in claim 15, wherein:

said external communication network includes a public switched telephone network and said first

detected signal is received during said call.

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